

## **Job Title: General Technician, Above Ground /Below Ground - Apprentice**

Overview:

### **About AGL Resources**

AGL Resources (NYSE: GAS) is an Atlanta-based energy services holding company with operations in natural gas distribution, retail operations, wholesale services and midstream operations. AGL Resources serves approximately 4.5 million utility customers through its regulated distribution subsidiaries in seven states. The company also serves approximately 630,000 retail energy customers and approximately 1.2 million customer service contracts through its SouthStar Energy Services joint venture and Pivotal Home Solutions, which market natural gas and related home services. Other non-utility businesses include asset management for natural gas wholesale customers through Sequent Energy Management and ownership and operation of natural gas storage facilities. AGL Resources is a Fortune 500 company a member of the S&P 500 Index. For more information, visit [www.aglresources.com](http://www.aglresources.com).

Responsibilities:

### **Basic Function:**

Entry level position responsible for completing a variety of tasks in support of field operations to include deactivation of service, delayed match, corrosion inspections, meter paints, reading meters and assisting with other maintenance activities as needed. Serves as a member of a crew engaged in installing, maintaining, and repairing gas mains and service lines. Performs basic tasks including operating heavy equipment, using hand tools, basic leak investigation, assisting in mechanical joining, landscape maintenance and traffic control. Performs meter reading, ERT installations and ERT programming in conjunction Automated Meter Reading duties.

### **Representative Duties and Responsibilities:**

- Efficiently works a route to complete customer and compliance orders in a timely manner and in accordance with company policies and procedures and operator qualifications procedures.
- Observes all safety requirements and regulatory guidelines to ensure compliance.
- Actively and accurately captures documentation in the Mobile Data Terminal and recognizes abnormal operating conditions such as corrosion, meters under stress, etc.
- Assists in connecting and disconnecting gas service, manually turning meters on and off.
- Assists in conducting investigations of high bill complaints, stop meters and special readings by meter reading validation.
- Assists in performing regular meter inspections, paints and maintenance of above and below ground gas systems.
- Responds to questions from customers and provides answers directly or by referral.
- Provides assistance with all distribution activities involved with the installation, repair and maintenance of the distribution system to include:
  - Operating basic equipment and tools
  - Traffic control
  - Landscaping and general maintenance
  - Digging, shoring, repairing leaks, testing and wrapping pipes
  - Pressure recording devices
- Uses a variety of tools (hand, air, shovels, etc) while performing distribution crew activities.
- Ensures truck is stocked with equipment, supplies, tools and other equipment in neat and orderly condition.
- Operates Automated Dispatch system to complete meter reads and turn-offs service at customer's premise.
- Identifies abnormal operating conditions and takes appropriate actions.
- Performs simple sniff tests to detect gas leaks.
- Performs other job-related duties as required.

Qualifications:

**Education and Experience:**

Required:

- High school diploma or GED
- Mechanical aptitude
- Basic knowledge and use of hand tools and equipment
- Ability to pass basic skills and knowledge assessments

Preferred:

- Field operations experience to include distribution crew work
- Experience with heavy equipment operations
- Technical school training and certification

**Or**

Equivalent academic education and experience

**Skills:**

Required:

- Good written and oral communication
- Ability to use good judgment when working in potentially hazardous and emergency environments
- MS Office and Computer skills – basic proficiency
- Customer Service
- Mechanical aptitude
- Able to operate basic equipment, machinery and simple tools
- Good interpersonal skills
- Ability to resolve and diffuse difficult/escalated situations
- Knowledge of assigned geographical territory
- Ability to smell odorant used to detect gas leaks

**Certifications/Licenses:**

Required:

- Valid Driver's License

Preferred:

- Welding experience or certification

- Commercial drivers license or permit

**AGLR Competencies:**

**Business Acumen**

**Engagement**

**Driving Results**

**Functional Expertise**

**Working Conditions/Physical Requirements:**

- Exposure to outside elements (heat, cold, high winds)
- Safety sensitive
- Heavy lifting, bending, stooping, walking

**Disclaimer:** *This information describes the general nature and level of work performed by employees in this job. The description is not designed to be a comprehensive inventory of duties, responsibilities and qualifications required of employees in the job. Reasonable accommodation may be made to qualified disabled individuals for performance of essential duties and responsibilities.*

**Equal Opportunity Employer:** All qualified applicants will receive consideration for employment and will not be discriminated against based on their race, gender, sexual orientation, gender identity, religion, national origin, age, disability, veteran status, or other protected classification.

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